

Position Title:	Customer Sales Consultant
Department / Function:	Customer Sales / Call Centre
Reports to:	Team Leader Customer Sales

About St John Ambulance South Australia

St John Ambulance SA is a charity that has been supporting the wellbeing of South Australians for 140 years. We help tens of thousands of people across the state each year through the delivery of Event Health and Medical Services, first aid training and products, and social inclusion programs.

Within South Australia, St John engages some 1,200 volunteers to support the community in the provision of Event Health and Medical Services and Community Care services. St John Ambulance SA also employs over 200 paid staff, located across the state.

The Opportunity

This role is a 12-month Fixed Term Position - 4 days a week with likely opportunity to convert to permanency.

The Customer Sales Consultant will provide a quality first point of contact for customers with enquiries and requests about St John First Aid Training and other related services. These enquiries will be responded to in a timely, professional and efficient manner whether by electronic, telephone or face to face interaction.

The Customer Sales Consultant will be responsible for managing inbound calls and will focus outbound calls on warm leads from an existing client base to efficiently build and sustain customer relationships.

Duties include but are not limited to:

- Answer and respond to telephone calls on a busy multi-line telephone system
- Assist with enquiries and sales
- Conducting outbound administration update calls and follow up on call backs to generate sales
- Cross Sell other St John Products
- Enter new customer information onto data system and update existing customer information
- Document all call information according to standard operating procedures
- Complete call log
- Forward documents to customers as required
- Maintain hard copy records and information as required
- Undertake accurate and efficient data entry of customer details

Essential Criteria

- Understanding of effective customer service & sales techniques
- Knowledge of the not for profit / community sectors (desirable)
- Available for a Monday to Friday roster finishing at 5pm

How to Apply

Submit your application [HERE](#) with your CV and cover letter expressing why you are suited to the position. Due to the large number of applications, please refrain from making phone enquiries regarding this opportunity. St John SA does not accept calls from recruitment agencies. St John SA care about keeping children and young people safe.

St John SA values diversity in the workplace and is an equal opportunity employer. Employment is dependent upon a Criminal History check that St John finds satisfactory, a valid and current Working with Children Check and the evidence of the right to work in Australia.